## Concert system not recognising headsets and microphones

## Question:

My Concert client PC can't connect with Windows 7 but Windows XP is OK. Is there some setting for Windows 7?

The Client PC could connect to Concert server.

The reason is the audio devices doesn't appear on the Client PC Config > Devices with Windows 7 PC in spite of connecting USB Headset



All Devices is grayout.

Once the property of the Concert icon on Windows 7 Desktop changes to "Windows XP Mode" then set the Devices to USB Headset(in this case "C-Media") and the Client PC can connect to Concert server however the message below will be appear after back to the non "Windows XP Mode" whenever start the Concert client.



Answer:

In short, Concert does not fully support Unicode.

A big change that occurred from Windows XP to Windows 7 is the addition of a mechanism that automatically renames all sound devices. Because your Windows (locale) is set to Japan, Japanese characters are inserted into the new device name which causes Concert to no longer recognize these devices:



Because Windows XP does not rename devices, the original C-Media name is retained and therefore successfully recognized by Concert.

## Solution:

To resolve this issue, please do the following:

- 1. Ensure that your PC has been transitioned back to the native "Win 7" environment
- 2. In your taskbar, right-click on the speaker icon and select Playback devices



3. You should see a dialog similar to this:



4. Select the C-Media headset device and click the Properties button

Q スピーカー Properties
General Levels Enhancements Advanced
Change Icon
Controller Information
5- USB Audio Device Properties
(Generic USB Audio)
Jack Information
No Jack Information Available
Device usage: Use this device (enable)
OK Cancel Apply

5. Rename the device with English characters (e.g. "Speakers")

eneral Levels	Enhancements Advanced Speakers Change Icon
Controller Info	ormation
5- USB Audi (Generic USI	io Device <u>Properties</u> B Audio)
Jack Information No Jack Info	on rmation Available

Click OK.

6. Now do the same thing for the **recording** device.

Playback Recording Sounds Communications
Select a recording device below to modify its settings:
S-USB Audio Device Ready Microphone Realtek High Definition Audio Default Device
Configure Set Default V Properties OK Cancel Apply
、マイク Properties X
General Listen Custom Levels Advanced
Change Icon
Change Icon Controller Information
Change Icon Controller Information S- USB Audio Device Properties
Controller Information 5- USB Audio Device (Generic USB Audio)
Controller Information 5- USB Audio Device Properties (Generic USB Audio) Jack Information
Change Jone Change Jone S- USB Audio Device Properties (Generic USB Audio) Jack Information No Jack Information Available
Change Lon Change Lon Controller Information 5 - USB Audio Device (Generic USB Audio) Jack Information No Jack Information Available Device usage: Use this device (enable)

Click **OK** to save and exit all *Sound* configuration dialogs.

7. The C-Media devices should now be present and selectable within the Concert device configuration dialog:

Concert ™ Configura	ation	
©° ^	Sound Device	
General	Microphone (Realtek High Definition Audio)	
	Input T	
Devices	Preferred Start Test	
٠.	Speaker/HP (Realtek High Definition Audio)	
Notifications	Output	
<b>•</b>	Preferred Start Test	
Audio		
	Ringing Sound Device	
Server	Speaker (The Vealuek high Delimitor Addu)  Speakers (5- USB Audio Device)	
×↓.	Oproferred Start Test	
Interfaces		
à	Andy Save Canal	
Audio Feeds 👻		V